

Nitinaht Store and Café COVID-19 Protocols and Guidelines

2021

- Establish Occupancy Limits –8 People including staff – made up of the following:
 - Customers:
 - 2 People (individual customers)
 - 1 family bubble to a maximum of 2 people and must stick together will be considered as one
 - Staff Maximum numbers:
 - 2 Front Counter/floor
 - 2 Kitchen/Dining area
 - 1 Supervisor/Manager
- Follow the Developed COVID-19 Safety Plan – See handout #1
 - Post on window facing out, and have posted at the register
- Understanding the risk:
 - The Virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.
 - The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
 - The risk of surface transmission is increased when many people contact the same surface and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.
- Protocols – 4 Levels
 - Level 1 – Elimination: Limit the number of people in the store (2 Front, 2 Kitchen)
 - Level 2 – Engineering Controls: Installed barriers (Plexi glass at front counter)
 - Level 3 – Establish rules and guidelines, such as cleaning protocols, no sharing of tools or stationery (pens, markers, pencils, photocopier, safe), implementation of one door in, one door out, single walkway passages for all employees to adhere to.
 - Level 4 - Administrative Controls: Use of Masks and/or Face Shields – ensuring they are each cleaned and fresh every shift. (Use of the in-store laundry facilities is permitted)
- Welcoming Customers into the store:

- Have signage posted at the front door and at the sanitizer dispenser, as well as on Facebook page and Nitinaht.com website
 - Use the floor stickers for direction and distance placement (ensure they are 2m or 6 feet apart)
 - Monitor the flow of customers. When the maximum quota of customers has been reached, restrict the flow to once one leaves, another may enter. Use of “In Only” door and “Out Only” door.
 - We will not have any Coupons, flyers, tasters or samples handed out within the store until further notice (We may have community door to door flyers sent out as part of the weekly newsletter distribution)
- Store Deliveries
 - Delivery drivers to the store are to be reminded to maintain their distance and not enter the storage area unless absolutely necessary.
 - Any personal containers or coolers left on premises will be sanitized and stored out of the way until the delivery driver is able to collect them. When collecting these items, staff will bring out to vehicle in the compound fenced area and leave outside of the storage area for the driver to load onto their vehicle/trailer. All parties to be practicing physical distancing measures as all times, and wearing of masks as often as possible. With strenuous work, it is understandable to remove or lower one’s mask, but please do so when 2m or 6ft or more away from another person.
 - Contractors and subcontractors will be coordinated during closed hours wherever possible to avoid contact. If not possible, they will be reminded to keep physical distancing requirements at all times and wearing of mask to protect the on-shift staff members.
 - Place around the store in highly visible areas reminders to customers to follow store policy on touching merchandise, and only picking up items that they intend to purchase. If they need to read ingredients, or would like more information from the packaging, store staff is more than happy to accommodate the customer by either holding the item for the customer to see, or wiping the item after the customer has handled it.
 - Workers must wash their hands before and after they have finished stocking or rearranging shelves or product displays.
 - Workers must follow the established hygiene practices that address the needs of the workplace that includes the requirements to wash or sanitize hands after coming into contact with public items
 - Payment and Register/Till Area
 - Physical Barriers in place at the cash payment areas and counter for purchased items.
 - Alcohol-based hand sanitizers will be placed near pay station and near or at other high touch regions.

- Curbside pick-ups or staff-assisted purchases (e.g., large items or heavy bags) should be done with prepayment and a means of identification, and by ensuring physical distancing is maintained.
- Some customers will need to pay with cash. For customers using credit cards and loyalty cards, have the customers scan or tap their cards and handle the card readers themselves where possible. Establish hygiene practices that include washing or sanitizing hands after handling cash or cards handled by the public. Make use of all available means of sanitizing
- Have customers hold their ID so it is visible and allows identification for controlled products (e.g., Tobacco, lighters, and all tax-exempt items).
- Reusable bags are accepted at the Nitinaht store, however, we require the customer to pack the bags themselves.
- If worker(s) must handle or pack goods into reusable bags or bins, the worker(s) is/are expected to practice frequent handwashing or wear disposable gloves specific to that one task.
- Product Delivery within the community/campsite/neighbouring community
 - Adjust practices for delivering the package to a person to ensure physical distancing is maintained. For example, if possible, drop packages at the door or outside buildings and avoid contact with other people.
 - Communicate that a delivery has been made by phone call, text or email and avoid touching any surfaces, such as a doorbell.
 - If possible, adjust practices for proof of delivery so that in-person signatures can be avoided and online confirmation of receipt of package can be used instead.
 - Disinfecting wipes and alcohol-based hand sanitizers in all delivery and dispatch vehicles. Advise supervisor when getting low for replacements to be replenished in a timely manner.
 - Clean and disinfect tools or other work related stationary (pens, markers, pencils, phones) and frequently touched surfaces within the vehicle and between deliveries or other work-related use.
 - A delivery vehicle is assigned to one worker only. If must be shared, full interior sanitizing will be done before handing over keys to next worker/driver.
- Retail-based recycling, including beverage containers
 - Control procedures established to reduce customer contact intensity and maintain physical distancing.
 - Determine where splashing may occur and ensure appropriate PPE is used to protect the worker.
 - Workers handling recycled items must wear disposable gloves for the one task only, and should wash their hands after the task is complete.